

- Apple Claim

7 messages

Claims Adjuster

Please visit our website at [\[REDACTED\]](#) to learn more about our Gold Level Claim Service.

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I notice that you are a law firm, and I do not have a legal representative at this time. Please communicate with me via emails so that your communications are documented. I was sent to the emergency room by my doctor yesterday. They have diagnosed me with facial pain/numbness. They did a CT scan of my head to make sure I did not have a stroke or a brain tumor and ruled out those possibilities. They have referred me to a neurologist who is unable to see me until July 30th and and a ear nose and throat specialist who I can see on the 17th. I have a \$3,000 deductible on my insurance policy. I am very angry about this whole situation. I believe you need to take the phone off the market before you hurt more people. What do you need from me now?

Hello [REDACTED] Thank you for your communication; just to clarify we are not a law firm. We are the claims administrators for Apple, and as noted below, I am the adjuster on the case. I noted that you indicate that you were diagnosed with facial pain/numbness; did you sustain a burn injury? Please forward copies of any medical reports you have received from your physician and/or the emergency room. We will be back in contact with you once we receive information from the Apple Technicians.

Best Regards, [REDACTED]

[Quoted text hidden]

I will be awaiting for your response from your Apple Technicians. I am waiting on the doctors, on the review of my health regarding this incident. I do not believe it is appropriate, at this time, to forward my personal medical records to you.

[REDACTED]

I have been scheduled to do some additional tests by my doctors. I will contact you when I have more information.

On another matter, this issue may or may not be relevant, but it was a strange enough experience, that I believe you may need to research.

When I bought the phone, I asked for a case. The same gentleman who sold me the phone sold me a leather case, on another receipt. I returned the case with the phone.

At the store, I opened the case, put my phone in it and was about to put it on my belt. The gentleman who sold me the phone and the case, asked me to give him the case. He took out my phone and handed it back to me, put his own phone in it, and then put the case in the pocket of his sweat pants. I thought what are you doing and asked him "are you trying to see how the case looks or feels in your pocket?" He nodded and took the case out of his pocket, took his phone out, and gave me back the case. At first I was tempted to ask for another case, but I thought, not that big of a deal. I then put my phone in the case, and put the case on my belt and went home.

[REDACTED]

[REDACTED]

On another matter, perhaps by coincidence, I received a call from [REDACTED] they said they were interested in my [REDACTED] product. They asked for some technical detail about the product. I looked them up on the Internet and they seem ideal for researching this incident. I would like to know, if the firm you are representing has hired them. If you have hired them, I would prefer a more direct form of contact.

I have seen this posting on your knowledge base with the last updated: July 7, 2009 on top. I will assume that this updated message has already addressed heat issues of your product and no other consumers can potentially be harmed by it. Unless they are trying to make a call from a burning building or car and can't unlock the phone fast enough to make an emergency call.

[REDACTED]

Let me know if you have any results.

Sincerely,

[REDACTED]

[REDACTED]

Hello [REDACTED] We have not retained [REDACTED] on this matter. Regards,
[REDACTED]

[REDACTED]

[REDACTED]

I have been scheduled to do some additional tests by my doctors. I will contact you when I have more information.

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[REDACTED]

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Sincerely,

[REDACTED]

On [REDACTED] wrote:

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[REDACTED]

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[REDACTED]

[REDACTED]

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Thank you [REDACTED] My apologies for my incorrect assumption.

[REDACTED]
